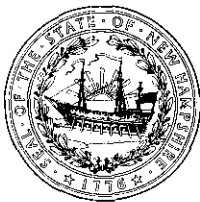


THE STATE OF NEW HAMPSHIRE

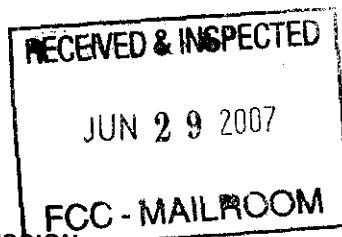
CHAIRMAN  
Thomas B. Getz

COMMISSIONERS  
Graham J. Morrison  
Clifton C. Below

EXECUTIVE DIRECTOR  
AND SECRETARY  
Debra A. Howland



PUBLIC UTILITIES COMMISSION  
21 S. Fruit Street, Suite 10  
Concord, N.H. 03301-2429



Tel. (603) 271-2431

FAX (603) 271-3878

TDD Access: Relay NH  
1-800-735-2964

Website:  
[www.puc.nh.gov](http://www.puc.nh.gov)

June 25, 2007

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-B204  
Washington DC 20554

Re: CG Docket 03-123  
NH Relay Service Complaints

Dear Ms. Dortch:

Enclosed please find the complaint log summary for the period June 1, 2006 through May 31, 2007 for the State of New Hampshire's Relay Service. These are complaints received by Sprint, the relay provider in New Hampshire.

The NH Public Utilities Commission received no complaints regarding Relay Service in the above-mentioned period. Should you have any questions, please feel free to contact me at (603)271-1164 or [amanda.noonan@puc.nh.gov](mailto:amanda.noonan@puc.nh.gov).

Sincerely,

A handwritten signature in cursive script that reads "Amanda O. Noonan".

Amanda O. Noonan  
Director, Consumer Affairs

cc: Pam Gregory

of Copies made 044  
ABCDE

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JUN 29 2007

FCC - MAILROOM

**Complaint Tracking for NH (6/1/2006-5/31/2007). Total Customer Contacts: 22**

Nature of Complaint	Date of Resolution	Explanation of Resolution
VCO customer's "calling from number" did not transmit to operator. Operator was unable to process call. Customer said she has had ongoing problems. Talked to her COC and they said it was not their issue to fix. Customer would like a follow-up call from the Program Manager. (Ask to speak to customer's mother).	6/11/2007	A Trouble Ticket was issued. Technician is researching the issue. Relay Program Manager called and spoke with the customer's mother and learned that the problem has been ongoing, for a year. Technician will follow up further on this issue.  Resolution is pending and will be completed within required 180 days.
representative of the Northeast Deaf and Hard of Hearing services filed complaint on behalf of TTY customer: the customer gave the number to dial with 603 area code. Operator dialed 303. The customer typed, "No, it is 603." Operator replied, "No, can't you see what you typed?" Customer said again, area code was 603, operator replied, "Are you gonna order pizza or are you gonna dispute this?" Customer asked for operator ID and operator replied, "Can't you see it on your screen?" Customer asked again twice. Operator typed, "My ID number is SKSK" and hung up. (Customer had ID from TTY printout). Follow-up was requested.	05/24/07	Operator is no longer employed with relay center. Followed up with customer via land line 5/29/07 around 1:45 p.m. and informed that operator was no longer with relay. Customer seemed satisfied.

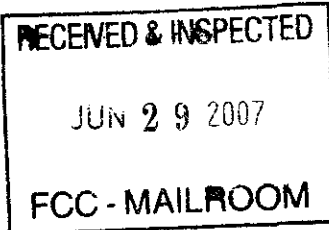
Representative from Deaf HOH Svcs NH received Voice customer's concern that operator was very aloof, whiny, uncooperative, and clearly sighed during the entire call. No follow-up desired.	05/03/07	Supervisor met with operator who stated she didn't remember particular call, but she noticed that when she leans back while calls she does tend to sound a bit bored. Supervisor asked operator to correct this. Agent is consciously making changes in her posture in order to eliminate this issue. Supervisor went over proper sitting positions while relaying calls and made sure agent understood must use the voice tone appropriate with the nature of the call. Agent understood and stated this will not be an issue again. No follow-up requested.
CO customer unable to make long distance calls via COC in system. Relay operator heard Sprint recording. Customer requested follow-up.	04/25/07	Comcast was chosen in menu and listed in CDB notes. Relay Manager contacted customer's mother and verified all is working.
CO customer received call from her son via NH Relay. Customer stated her son informed her operator had misdialed on the first call and on the second call the operator did not follow her outbound notes. No follow-up was requested.	03/29/07	Operator did not remember this particular call but was coached on importance of reading and following all customer notes and instructions given.
TY user called to complain that while placing 2 calls the operator said that the first person she called hung up and customer later discovered that the party had not hung up. Customer also stated that during the second call both parties had to keep repeating and repeating information and did not receive any information. This happened at 1:37am EST. Customer requested follow-up by supervisor after 6pm EST.	03/20/07	Operator number was a training number which was not in use on particular day. Relay Program Manager tried to call customer three times without any success.

Customer emailed complaint to account manager, who forwarded it to CS to enter. Date of call was March 8 at 3:50 pm. The agent was very slow in responding from caller and her son. It took at least one minute for the agent to type what the son had said and when she typed back again she waited a minute or so for response.	03/09/07	Met with operator and operator had no recollection of a call like this. Operator has demonstrated skills with typing speed and accuracy. There may have been a technical issue with this call. AM communicated with customer via email.
Service issues: General	03/05/07	Technical problem identified. Resolution provided by network vendor.
Operator told customer that message was left on answering machine when the message was not left. Customer feels that the operator needs to be coached on "how to read customer notes".	02/04/07	Complaint was forwarded on to operator's Team Leader for coaching. Following proper procedures and reading customer notes. Team Leader met with operator on following procedure and reading customer notes more carefully.
First sent to CRM and forwarded to CS to follow up. Customer forwarded email from her lawyer saying "CA was not very good and made it hard for customer to carry on a conversation. CA kept forgetting half of what was said and making customer repeat things over and over." Follow-up requested at email address provided.	01/18/07	Additional information: Date of call was 12/8/06 at 9:20 am, received Customer Service email on 12/8/06 and received on Monday 1/18/07. Coached operator on the need to pay strict attention and focus on calls. Operator understands and will make every effort to focus on call procedures. CRM communicated with customer.

VCO customer unable to use Comcast for long distance calls through the relay but the calls work without relay. No follow-up requested.	12/27/06	A Trouble Ticket was issued. Customer profile has been updated. Issue resolved with proper long distance carrier.
VCO customer was not able to make his long distance calls with his long distance carrier when going through relay. Customer's daughter was able to make a long distance call without relay and the call goes through. VCO user keeps getting a fast busy signal. Customer does not need follow-up.	12/26/06	A Trouble Ticket was issued. Non-agent error. Need customer to work on the case.
VCO customer called to complain that the operator did not switch over to VCO when the VCO bridge did not open automatically. The caller spoke for a while and didn't get an answer so finally had to type, "VCO call please" before the agent responded. No follow-up was requested.	12/04/06	Technical issues with NH branding which was not coming through. Being worked on. Non-agent error. Operator processed call correctly once she found out it was VCO and understands how to process branded VCO calls. Lost branding.
Disconnect/Reconnect problems during calls	12/04/06	Sent customer information explaining the difference between a VCO and a traditional phone and why disconnection/reconnection problems might be occurring. Sent tips to reduce their occurrence.

VCO user complained he could not connect to 711 and he had to call back 5 times only to be put on hold. This was very upsetting to the customer, especially in a recent emergency situation. Customer wants email follow-up from AM.	11/17/06	Apologized and explained benefits of using dedicated VCO number provided by Sprint, which automatically connects a VCO correct operator will hear them immediately. Referred to LEC and phone at his office regarding 711. AM emailed customer shortly after learned about customer's plight and asked him to give more information, such as time of call and other details for investigation. Explained 711 is a great number to give to his hearing caller as easier to remember. Without having more information, techs are to control how 711 responds for the LEC and branding, because etc may not show with a 711 dial. AM has not heard from him since then.
Disconnect/Reconnect problems during calls	11/14/06	Reviewed experience with cell phone call which resulted in Customer becoming disconnected.
Disconnect/Reconnect problems during calls	11/07/06	Sent customer information explaining the difference between a cell and a traditional phone. Explained to customer why disconnection/reconnection problems might be occurring and with tips to reduce their occurrence.
Customer said operator didn't follow customer instructions to turn off Turbo Code. No follow-up needed.	09/29/06	Operator had turned off Turbo Code and problem seemed to be TTY user's equipment. Non-agent error. No further action taken.

Dialing Issue: Customer was unable to dial regional 800 number.	09/25/06	Technical Support made adjustments so that CapTel customer successfully make captioned calls to regional 800 number.
Dialing Issue: Customer was unable to dial regional 800 number.	08/18/06	Technical Support made adjustments so that CapTel customer successfully make captioned calls to regional 800 number.
VCO customer complained operator asked her to repeat 3 times and then misdialed the number to call. No follow-up desired.	08/16/06	Complaint was forwarded on to operator's team leader for coaching and follow-up. Team Leader followed up with operator on proper VCO procedures. CA did not remember call but stated she thought she followed the disconnect procedure correctly. Will be more careful in the future.
VCO user complained operator did not read her customer notes and typed the entire answering machine message, preventing customer from leaving her message the first time and redialing without informing the caller. No follow-up desired.	07/12/06	Complaint was forwarded to supervisor for coaching on operator reading inbound notes and following customer instructions.



**Complaint Tracking for NH (6/1/2006-5/31/2007). Total Customer Contacts: 22**

Nature of Complaint	Date of Resolution	Explanation of Resolution
<p>CO customer's "calling from number" did not transmit to operator. Operator was unable to process call. Customer said she has had ongoing problems. Talked to her COC and they said it was not their issue to fix. Customer would like a follow-up call from the Program Manager. (Ask to speak to customer's mother).</p>	<p>6/11/2007</p>	<p>A Trouble Ticket was issued. Technician is researching the issue. Relay Program Manager called and spoke with the customer's mother and learned that the problem has been ongoing, for a year. Technician will follow up further on this issue.</p> <p>Resolution is pending and will be completed within required 180 days.</p>
<p>A representative of the Northeast Deaf and Hard of Hearing services filed complaint on behalf of TTY customer: the customer gave the number to dial with 603 area code. Operator dialed 303. The customer typed, "No, it is 603." Operator replied, "No, can't you see what you typed?" Customer said again, area code was 603, operator replied, "Are you gonna order pizza or are you gonna dispute this?" Customer asked for operator ID and operator replied, "Can't you see it on your screen?" Customer asked again twice. Operator typed, "My ID number is SKSK" and hung up. (Customer had ID from TTY printout). Follow-up was requested.</p>	<p>05/24/07</p>	<p>Operator is no longer employed with relay center. Followed up with customer via land line 5/29/07 around 1:45 p.m. and informed customer that operator was no longer with relay. Customer seemed satisfied.</p>



<p>Representative from Deaf HOH Svcs NH received Voice customer's concern that operator was very aloof, whiny, uncooperative, and clearly sighed during the entire call. No follow-up desired.</p>	<p>05/03/07</p>	<p>Supervisor met with operator who stated she didn't remember particular call, but she noticed that when she leans back while calls she does tend to sound a bit bored. Supervisor asked operator to correct this. Agent is consciously making changes in her posture in order to eliminate this issue. Supervisor went over proper sitting positions while relaying calls and made sure agent understood must use the voice tone appropriate with the nature of the call. Agent understood and stated this will not be an issue again. No follow-up requested.</p>
<p>VCO customer unable to make long distance calls via COC in system. Relay operator heard Sprint recording. Customer requested follow-up.</p>	<p>04/25/07</p>	<p>Comcast was chosen in menu and listed in CDB notes. Relay Manager contacted customer's mother and verified all is working.</p>
<p>VCO customer received call from her son via NH Relay. Customer stated her son informed her operator had misdialed on the first call and on the second call the operator did not follow her outbound notes. No follow-up was requested.</p>	<p>03/29/07</p>	<p>Operator did not remember this particular call but was coached on importance of reading and following all customer notes and instructions given.</p>
<p>TTY user called to complain that while placing 2 calls the operator said that the first person she called hung up and customer later discovered that the party had not hung up. Customer also stated that during the second call both parties had to keep repeating and repeating information and did not receive any information. This happened at 1:37am EST. Customer requested follow-up by supervisor after 6pm EST.</p>	<p>03/20/07</p>	<p>Operator number was a training number which was not in use on that particular day. Relay Program Manager tried to call customer three times without any success.</p>

Customer emailed complaint to account manager, who forwarded it to CS to enter. Date of call was March 8 at 3:50 pm. The agent was very slow in responding from caller and her son. It took at least one minute for the agent to type what the son had said and when she typed back again she waited a minute or so for response.	03/09/07	Met with operator and operator had no recollection of a call like this. Operator has demonstrated skills with typing speed and accuracy. There may have been a technical issue with this call. AM communicated with customer via email.
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**Complaint Tracking for NH (6/1/2006-5/31/2007). Total Customer Contacts: 22**

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DOCKET NO.

03-123

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